

Action Plan and Progress Assessment (APPA) for the implementation of audit recommendations from the OAG- Prepared for the Select Standing Committee of Public Accounts
Attention: Mike Bernier, Chair and Rick Glumac, Deputy Chair of the Select Standing Committee on Public Accounts

[An audit of the Short Term Illness and Injury Plan (STIIP)] Released [01/19]

<http://www.bcauditor.com/pubs>

PAC Meeting Plan¹ 23/04/19

Prepared by: Sheldon Staszko, BC Public Service Agency

Reviewed by: Okenge Yuma Morisho, Deputy Minister - BC Public Service Agency

1st APPA Update 26/02/20

Prepared by: Sheldon Staszko, BC Public Service Agency

Reviewed by: Okenge Yuma Morisho, Deputy Minister - BC Public Service Agency

2nd APPA Update 22/02/21

Prepared by: Sheldon Staszko, BC Public Service Agency

Reviewed by: Bobbi Sadler, Deputy Minister - BC Public Service Agency

Rec. # Accepted? Yes / No ²	OAG Recommendations	Actions Planned & Target Date(s) ³	Assessment of Progress to date ⁴ and Actions Taken ⁵ (APPA update)
1. Yes	BCPSA develop and maintain a high-level summary overview of available STIIP resources (training and other supports), including where they can be located, and make this easily accessible by all employees.	a) Develop and maintain an easily accessible online and print resource providing an overview of STIIP resources, training, and other supports available to supervisors and employees. Target Date: 30/04/2019	a) Progress Assessment: Fully implemented Actions Taken & Discussion: BCPSA created and launched a dedicated webpage on MyHR providing a high-level summary overview of health, safety, and sick leave resources including STIIP. www.gov.bc.ca/MyHR/healthandsafety Developed print resources profiling the health, safety, and sick leave resources (including STIIP) available on the MyHR webpage.

¹ The audited organization will be required to present their initial action plan at this meeting (i.e. First three columns completed for each OAG recommendation included in the audit report)

² For each recommendation, the audited organization should state whether or not they have accepted the recommendation and plan to implement it fully by typing either “Yes” or “No” under the number of the recommendation.

³ Target date is the date that audited organization expects to have “fully or substantially implemented” the recommendation. If several actions are planned to implement one recommendation, indicate target dates for each if they are different.

⁴ The Select Standing Committee on Public Accounts (PAC) will request that the audited organization provide a yearly update (i.e. completed “Assessment of Progress and Actions Taken” column) until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC. This is for the APPA update.

⁵ This action plan and the subsequent updates have not been audited by the OAG. However, at a future date that Office may undertake work to determine whether the entity has implemented the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

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<p>2. Yes</p>	<p>BCPSA and ministries (working together) track employee and supervisor training uptake to enable executive to measure its staff's expertise and support the effective allocation of training resources.</p>	<p>a) Establish a BCPSA working group to explore strategies and options to optimize the tracking and enrollment in health and safety related training for supervisors and employees. Target Date: 30/06/2019</p> <p>b) Engage a cross government learning and development committee to raise awareness and improve and sustain reporting on health and safety training within ministries. Target Date: 31/12/2019</p> <p>c) BCPSA and Strategic HR representatives will collaborate on strategies to enable ministry executives to understand the level of health and safety training of their staff to assess expertise and support the effective allocation of their training resources. Target Date: 31/12/2019</p>	<p>a) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA established a cross-functional working group to consider options to track supervisor and employee training completion.</p> <p>Developed and launched an interactive dashboard available to ministry Strategic HR (and staff with access to workforce analytics) reporting on health and safety training completion. The dashboard provides reporting on staff course completion rates with the ability to compare rates within ministry divisions/branches enabling executive to better understand the level of health and safety training of their staff.</p> <p>July 2020 Update: The health and safety training dashboard was incorporated into the sick leave/STIIP performance analytics dashboard to further assist ministries in understanding the level of health and safety training of their workforce and how it may correlate to their ministries sick leave performance.</p> <p>b) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: Consulted with the BCPSA Cross Ministry Learning and Development Committee and ministry Strategic HR on the development and functionality of the dashboard to ensure ministry analysis and reporting requirements on health and safety training were met.</p> <p>BCPSA continues to actively engage the committee and ministry Strategic HR to raise awareness of the dashboard and the reporting of health and safety training.</p> <p>c) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA engaged ministry Strategic HR and learning and development staff on utilizing the dashboard to enable their executive to better understand the level of health and safety training of their staff. BCPSA consults regularly with ministry Strategic HR to assess and continually improve the reporting of health and safety training.</p>
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<p>3. Yes</p>	<p>BCPSA coordinate with ministries to:</p> <ul style="list-style-type: none"> a) clarify responsibility and accountability roles for ministry STIIP performance. b) develop STIIP performance metrics at the department/program level. c) monitor, assess and investigate STIIP performance by department/program against performance metrics. d) Regularly communicate STIIP performance findings and analysis to ministry staff. 	<ul style="list-style-type: none"> a) Review and update the Accountability Framework for Human Resources Management to highlight the responsibilities and accountabilities of the BC Public Service Agency, ministries, and individual employees to ensure the effective management of health and safety across the public service. Target Date: 30/04/2019 b) Develop a STIIP measurement reporting framework to provide ministries with consistent reporting of STIIP performance metrics. Target Date: 30/09/2019 c) BCPSA to develop reporting and analysis tools to allow ministries to monitor, assess, and investigate their STIIP performance metrics by department and program. Target Date: 30/06/2020 d) BCPSA to regularly communicate utilization of the reporting and analysis tools allowing ministries to analyze their STIIP performance metrics. Target Date: 30/06/2020 and annually thereafter 	<ul style="list-style-type: none"> a) Progress Assessment: Fully implemented Actions Taken & Discussion: Reviewed and updated the Accountability Framework for Human Resources Management to include “Appendix C - Responsibilities of Employees, Supervisors/Managers, Senior Executives and the BC Public Service Agency for Workplace Health and Safety Management.” The Accountability Framework for Human Resources Management and Appendix C are accessible on MyHR. b) Progress Assessment: Fully implemented Actions Taken & Discussion: BCPSA engaged in ministry consultations to better understand their requirements to monitor, assess, and investigate their sick leave and STIIP performance. BCPSA developed a sick leave/STIIP measurement reporting framework which identifies key performance measurements providing for consistent ministry review and assessment of their sick leave. The framework also outlines additional performance measures to assist the BCPSA in assessing corporate health and safety programming and to better support ministries in understanding their sick leave performance. c) Progress Assessment: Fully implemented Actions Taken & Discussion: BCPSA developed a sick leave/STIIP performance analytics dashboard that provides real time data on key sick leave and health and safety metrics. The dashboard is available to ministry Strategic HR and staff with access to workforce analytics. The dashboard enables ministries to monitor, assess, and investigate their sick leave/STIIP performance metrics by division/branch; review trends over time; and to measure their performance against government averages and other ministries. Additionally, the dashboard provides ministries reporting on the health and safety training of their staff.
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			<p>User training was provided, and a comprehensive guide developed to assist ministries with using the dashboard and understanding the data. Since it's launch in July 2020, the dashboard has been accessed over 450 times.</p> <p>d) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA has established a health and safety performance measurement working group to establish guidelines on metric identification, reporting, and processes to respond to ministries on key sick leave/STIIP performance. The working group regularly engages ministry Strategic HR to provide continuous guidance on assessing and utilizing the data and consulting on future enhancements to the dashboard.</p>
<p>4. Yes</p>	<p>BCPSA formalize a periodic control to analyse data on identified or suspected STIIP misuse with the objective of improving preventative or detective STIIP controls.</p>	<p>a) Explore technology enhancements and make recommendations to improve tracking and reporting of information pertaining to identified or suspected misuse of STIIP. Target Date: 31/12/2019</p> <p>b) A BCPSA working group will regularly review the identified or suspected misuse of STIIP grievances and develop case summaries to support corporate learning and improve controls. Target Date: 30/09/2019</p> <p>c) Plan and deliver BCPSA community of practice forums to support shared learning in suspected STIIP misuse cases. Target Date: 31/12/2019</p>	<p>a) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA assessed program requirements, technology options, and business processes to improve tracking and reporting of information pertaining to identified or suspected STIIP misuse. The assessment was part of a broader review of technology options and resulted in database and process refinements allowing for better reporting and tracking of identified or suspected STIIP misuse cases. These enhancements have further strengthened the BCPSA's ability to effectively manage identified or suspected sick leave fraud and continue its role as trusted stewards of the ethical use of STIIP across the public service.</p> <p>b) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: Established a BCPSA working group to review identified or suspected misuse of STIIP grievances. The working group meets twice annually (spring and fall).</p> <p>Upon review of the identified or suspected misuse of STIIP grievances, the BCPSA develops case summaries for BCPSA case management staff to support ongoing corporate learning and improve controls.</p>

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			<p>c) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA holds community of practice forums twice annually (spring and fall) to discuss identified or suspected misuse of STIIP grievances and to support shared learning amongst case management staff. The summaries are posted on internal SharePoint sites for future access and reference.</p>
5. Yes	BCPSA and ministries formalize a periodic review of STIIP policies, procedures, and other controls to ensure they are up to date and meeting objectives.	<p>a) BCPSA to develop and launch annual review process of corporate STIIP policies, procedures, and other controls. Target Date: 31/12/2019</p> <p>b) BCPSA and Strategic HR representatives will collaborate to develop and implement strategies enabling ministries to regularly review internal STIIP related policies, procedures, and other controls. Target Date: 31/12/2019</p>	<p>a) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA developed and launched processes to review corporate STIIP policies, procedures, and other controls on an annual basis. Reviews are completed each January/February to ensure they are up to date and meeting corporate objectives.</p> <p>b) Progress Assessment: Fully implemented</p> <p>Actions Taken & Discussion: BCPSA engaged and partnered with ministry Strategic HR and internal communications staff on developing and launching annual reviews of STIIP policies, procedures, and other controls within ministries. BCPSA follows up annually with ministries to ensure regular reviews are conducted.</p>

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